

ABSTRACT

In early 2023, the number of internet users in Indonesia reached 212.9 million, compared to 204.7 million the previous year. This substantial internet usage has had positive impacts on the economy, education, healthcare, and other sectors. These figures underscore the importance of developing internet infrastructure, given the significant number of users. PT Telkom Akses, a state-owned enterprise, operates in the field of telecommunications network development. Its business processes include new network installations, outside plant network construction, Integrated Operation Access Network, and more. In its operations, PT Telkom Akses requires partners to assist in the procurement of necessary materials and services. As a state-owned enterprise, PT Telkom Akses relies on external parties for procurement. This dependency introduces potential risks in the procurement process, making it a critical business process that, if not managed carefully, can lead to various risks. Potential risks in procurement include delays in material arrival, materials not meeting specifications, unavailability of required materials, and others. Therefore, it is essential to analyze risk events and their causes (risk agents) to minimize these risks. The House of Risk method was chosen to analyze potential risk causes because it models the relationship between risk events and their causes, prioritizing proactive actions to mitigate risk impacts. This study identified 19 risk agents and events, with the five most significant risk agents prioritized. Preventive actions were proposed to address the risks from these top five risk agents, with effective communication being the primary preventive action to mitigate procurement risks at PT Telkom Akses. This approach aims to provide solutions to reduce the impact of risks in PT Telkom Akses's procurement processes.

Keywords— Procurement, Risk Mitigation, House of Risk